



DEPARTMENT OF THE NAVY
OFFICE OF THE ASSISTANT SECRETARY
(FINANCIAL MANAGEMENT AND COMPTROLLER)
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WASHINGTON, D.C. 20350-1000

MAR 12 2001

MEMORANDUM FOR COMMANDERS, MAJOR NAVY COMMANDS
MAJOR MARINE CORPS COMMANDS
ASSISTANT FOR ADMINISTRATION, OFFICE OF THE
UNDER SECRETARY OF THE NAVY

Subj: GOVERNMENT TRAVEL CARD DELINQUENCIES

I recently wrote to you concerning actions I have taken to address the continuing delinquency problem associated with the travel card issued by the Bank of America (BOA). In particular, I wrote to each of our delinquent Department of Navy government travel cardholders, advising them of the bank's clemency offer and encouraging them to settle their accounts with the bank.

We have seen very positive results from our efforts. As of late February, nearly 40 percent of the Navy and Marine Corps overdue accounts have been paid. Furthermore, BOA reported a significant decline in the dollar amount of delinquent accounts, bringing the outstanding delinquent balances to the lowest levels ever experienced. While I am pleased with the progress made thus far, we need to ensure that appropriate management attention and action is maintained to further reduce delinquencies and keep them under control. While we are having success addressing the symptoms, I am not convinced that we have necessarily solved the problem.


As the result of our recent efforts, several systemic issues have come to light that merit your attention. Although limited, there are instances where travel claims are not being settled in a timely manner. This may be the result of travelers not following up on their claims once submitted or that the status of claims, including any associated problems or questions, is not being communicated to the travelers. As a result, travelers often put the bank in the middle of disputes they are having with their commands over their claims. Another problem involves non-receipt of billing statements, which may result from personnel transferring or having inaccurate information on file with the bank.

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As accounts become delinquent, there needs to be intervention by the command to ensure the proper dialogue is established to resolve these type of problems. I also recommend that personnel see the travel card Activity Program Coordinator when checking in or out to improve the accuracy of information. I recognize that not all of these problems fall within the purview of all commands and many commands manage their programs in a superb manner. While the aforementioned problems are not pervasive we have sufficient evidence to merit consideration. I ask you to pass these lessons learned to your commands and have them reviewed as appropriate.

In summary, command attention should be directed to review travel card delinquencies and corrective actions should be initiated. Your support of our efforts to date is appreciated. I need the continued support of management in these efforts, both to ensure that our personnel are aware of their personal financial responsibilities and also to help and protect our people. Please keep up the good work.

If you or your staff have any questions or comments regarding the travel card program, please contact the Navy Component Program Manager, Mr. Thomas Murray, at (202) 685-6734 or Mr. Darrell Mak at (202) 685-6735.



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